

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**METER SERVICES SUPERINTENDENT
WATER RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs supervisory and administrative work overseeing the recording of data, maintenance, installation and removal of City utility meters and backflow and cross-connection program. Employee reports to the Water Resources Operations Manager and/or Water Resources Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs supervisory and administrative work directing the reading, installation, maintenance, repair, removal of the City's utility meters and backflow and cross-connection program. Work involves supervising the staff that reads and records meter readings and assists with payment collections for the City Finance Department. Supervises Meter Technicians who install, maintain, repair and remove utility meters, boxes, rims and lids. Supervises Backflow and Cross-Connection Inspectors who monitor, test, and train local plumbers and utility contractors in backflow and cross-connection water system contamination regulations and annual continuing education requirements. Employee is also responsible for ensuring the accurate and timely reading of utility meters, responding to questions, initiating and terminating service, and overseeing the maintenance of meter boxes, and utility meters. Oversees utility meter cut-off and turn-on program for non-payment of utility bills. Employee must exercise tact and courtesy in frequent contact with co-workers, supervisors and the general public. Work is performed with considerable independence under general supervision of the Water Resources Operations Manager and/or Water Resources Director and is evaluated through conferences, reports and observation.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Assigns, directs and supervises activities of meter readers and meter technicians ensuring adherence to established policies, procedures and standards; assigns meter-reading routes, monitors installation, repair and removal of utility meters; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

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Administers or makes recommendations for routine personnel matters affecting subordinates, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, accident and incident reporting, workers' compensation claim reports, etc., submitting such records and reports as required by City management.

Prepares daily list of initialization and termination orders as well as orders to re-read meters for daily processing. Monitors computer generated work orders for meter repairs, box repairs, installations and removals, pressure tests and meter accuracy tests for all utility meters in the water system.

Oversees the repair of damaged or malfunctioning meters or meter boxes, and the performance of preventative maintenance.

Supervises location and identification of utility meters as well as the disconnection of illegal hook-ups.

Assists subordinates with notifying customers who have problems with account payments, and notifying customers of private waterline leaks.

Uploads and downloads information to and from hand-held meter reading devices, generates work orders for utility meter problems, installations, repairs, pressure test checks, and meter accuracy tests. Closes completed work orders in City computer system. Maintains file copies of all computer-generated work orders.

Oversees daily utility meter cut-offs for non-payments, returned checks, and no customer at location with water consumption.

Maintains liaison with Water Maintenance duty officers for after-hour utility meter turn-on's.

Updates customer location sequence books on a routine basis. Prints copies for Meter Readers, Meter Technicians, Backflow and Cross-Connection Inspectors, Water Maintenance District Supervisors, and Crew Leaders as required.

Creates backflow and cross-connection customer database of all backflow devices by type, make, model and annual inspection due date.

Monitors installation of all water irrigation systems for new construction, remodeling and upgrades to ensure compliance with backflow policies and standards.

Works with area plumbers, utility contractors and irrigation system installers to ensure all irrigation systems are installed with the proper level of backflow protection device.

Monitors all commercial buildings and commercial water accounts for proper backflow protection based on backflow hazards.

Develops training program for backflow and cross-connection to ensure compliance with State of North Carolina and Regional Water Authority of Asheville, Buncombe and Henderson policies and procedures.

Monitors and documents inflow-infiltration inspections and studies.

Manages and provides annual certification and continuing education unit training as a State of North Carolina Certified Backflow and Cross-Connection Trainer, including

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obtaining State-level trainer certification, preparing and filing State-required documentation for annual continuing education units for certified plumbers and utility contractors, including test proctor training requirements for State-level examinations; maintains training certification database and hard copies of all training documentation.

Ensures compliance with all backflow and cross-connection policies through annual inspection program. Initiates fines and penalties for non-compliance through policy procedures.

Oversees backflow and cross-connection wet lab and wet lab training programs.

Maintains close liaison with City of Asheville Engineering staff, Building Safety plumbing inspectors, Buncombe County Health Department and Environmental Compliance Division, and Henderson County Health Department and Environmental Compliance Division for compliance with backflow and cross-connection policies with new construction and remodeling projects within the City of Asheville, Buncombe County and Northern Henderson County areas served by the Regional Water Authority water system.

Maintains close liaison with City of Asheville Building Safety plumbing inspectors, Buncombe County Health Department and Environmental Compliance Division, and Henderson County Health Department and Environmental Compliance Division for compliance with backflow and cross-connection policies and notifies agencies when possible water contamination has occurred through backflow and cross-connection device failure.

Monitors large meter inventory of 1.5 inch and above meters on a monthly and bi-monthly basis monitoring consumption data, meter accuracy and reliability, and low flow, medium flow and high flow consumption data.

Monitors combination compound meters and fire line detector meters on a monthly and/or bi-monthly basis monitoring consumption and flow data. Prepares analytical data for high and low flow consumption and meter accuracy including fire line usage for sprinkled and non-sprinkled fire flow systems.

Maintains fire line database for all fire lines and sprinkler systems within the water system. Ensures compliance with the City of Asheville engineering standards and Regional Water Authority policies for installation and use of fire line systems.

Manages move-in and move-out program ensuring next-work-day customer service is maintained.

Monitors installation of pressure reducing valves behind meter and backflow devices ensuring adequate protection to water system is maintained should failure of valve occur.

Manages computer-generated meter re-reads and customer-initiated re-reads ensuring all re-reads are conducted within three work days and work orders are updated and closed-out.

Monitors OSHA guidelines and standards for water pits, including gas detection and confined-space requirements.

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Monitors confined-space program and training for Meter Readers, Meter Technicians and Backflow and Cross-Connection Inspectors. Ensures annual training and refresher courses are provided to all Meter Services employees.

Monitors and manages annual CPR, North Carolina Department of Transportation work zone and road hazard training for all Meter Services employees.

Assists and supervises management and installation of automated meter read devices, including hand-held and vehicle-installed units.

Assists in developing and implementing policies, procedures, as necessary to improve Department efficiency.

Assists in development of annual budget proposals, including analyzing past expenditures to determine needs.

Performs the duties of a Meter Reader, Meter Technician, and/or Backflow and Cross-Connection Inspector in their absence.

Maintains contact with other City employees via two-way radio. Cellular telephone, electronic mail and pagers.

Reviews and corrects reports submitted by Meter Readers, Meter Technicians, and Backflow and Cross-Connection Inspectors.

Schedules routine maintenance of vehicles used by Meter Readers, Meter Technicians, and Backflow and Cross-Connection Inspectors.

ADDITIONAL JOB FUNCTIONS

May be subject to on-call availability.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of Water Resources Department operations.

Considerable knowledge of the operation of water meters.

Considerable knowledge of backflow devices.

Considerable knowledge of wet lab set up and testing procedures for various types and sizes of backflow preventers.

Considerable knowledge of automated meter read (AMR) equipment and software.

Considerable knowledge of the occupational hazards involved and the safety precautions necessary for meter reading work.

Considerable knowledge of personal computers, including word processing, and spreadsheets.

Considerable knowledge of work zone and road hazard safety.

General knowledge of the principles and practices of supervision.

General knowledge of OSHA standards and guidelines.

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Skill in the use of meter-reading devices, such as electronic meters, hand-held computerized data entry devices, AMR devices (hand-held and vehicle-installed, locks, wrenches, etc.).

Ability to supervise the work of subordinates.

Ability to operate two-way radios.

Ability to maintain equipment such as meter-reading devices, including automated meter readers, backflow wet lab equipment, backflow preventers, and hand tools.

Ability to understand and follow oral and written instructions.

Ability to maintain accurate records and logs.

Ability to operate personal computer-based utility database systems.

Ability to work outdoors in adverse weather and/or otherwise unpleasant working conditions.

Ability to exercise considerable tact and courtesy in frequent contact with the general public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to drive a City of Asheville-owned motor vehicle, sedan or pick-up truck.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school, two-year college preferred, and 5 to 9 years of progressively responsible, related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENTS

Possession of an appropriate, valid driver's license issued by the State of North Carolina. Possession of a Class "A" Meter Technician certification and Backflow and Cross-Connection certification issued from the State of North Carolina, or ability to obtain within 24 months of hire.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate process, procedures, resources and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

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Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skill appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational & Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 21
Exempt